



# Chief of Police Report to City Council

## REPORT FOR QUARTER 4 - 2012

# Reducing Crime

## Key Indicators

Q4 CRIME METRICS	TREND	YTD Q4 2011	YTD Q4 2012
Reported Violent Crimes	▲ 3%	3,665	3,777
Reported Property Crimes	▼ 3%	31,793	30,830
Total Major Crimes	▼ 2%	35,458	34,607

## Major Initiatives

### Responding to Crime Trends

In order to evaluate the results of the hotspot policing efforts in each precinct, the Department has developed a reporting framework that compares calls for service in small reporting areas, including individual block segments, with seasonal and past six-month baselines. In fourth quarter, efforts were ongoing in twenty-six such hotspots and for the most recent reporting period, only three were experiencing above average calls for service.

In December, King County, City of Seattle and the Downtown Seattle Association signed a Memorandum of Agreement that calls for improvements in the Third Avenue corridor, including new street furniture, regular sidewalk cleaning, more visible police presence, foot beats at hotspots and continued use of non-traditional strategies to address low-level drug offenses and to provide outreach to persons in need of housing and other services in the corridor. Policing efforts in the corridor have shown the following positive results: calls for service involving crimes against persons were down 28% in the fourth quarter compared with the same time period in 2011; and calls for service involving “quality of life” issues, such as disturbances, nuisances, suspicious persons, trespassing and the like, were down 21%.

Also in fourth quarter George Mason University’s Center for Evidence-Based Crime Policy chose SPD as its partner in a Community Oriented Policing Strategies discretionary grant to develop and evaluate an innovative community policing strategy. The grant involves the identification and implementation of non-

arrest interventions for areas of disorder related to juveniles, so-called “juvenile hotspots.” The project will begin with a pilot in the Third Avenue corridor, focusing on such areas as Westlake Park.

Another major response to crime trends that the Department launched in 2012 were the Violence Prevention Emphasis Patrols (VPEPs), designed to address and prevent violent crimes. As reported previously, the VPEP efforts emphasized peacekeeping over enforcement interventions. A review of crime data through the end of 2012 shows that among the eight sectors where VPEPs were deployed, major crimes were down in all but one sector, violent crimes were at or below the previous three-year averages in five areas and were at the lowest level in four years in two areas.

### Specialized Crime Responses

There are a number of units in the Department with specialized skills and training that support the Patrol function. One such unit is CIT, the Crisis Intervention Unit. This unit reviews cases referred by officers and detectives as well as all suicide cases and any cases designated as having a mental illness component. The Unit determines whether additional interventions may be appropriate as well as what those interventions should be. Persons demonstrating imminent serious risks, a pattern of escalating dangerous behavior or who have shown themselves to be high-utilizers of police services are more likely to receive follow-up attention. In 2012, the Unit triaged more than 6,250 cases using such criteria, assigning 679 cases for follow-up attention. When the Unit makes referrals, it is most likely to non-law enforcement entities. Of the

## Reducing Crime - *Continued*

### Major Initiatives

215 case referrals made in 2012, 56% were outside the criminal justice system. A pilot program that brought a Mental Health Professional (MHP) into the Unit to work with SPD officers has been so successful in promoting effective interventions that it was renewed in October 2012. In addition the Unit hopes to add another MHP in the coming year.

Another specialty unit that supports Patrol and Investigations is Canine. During 2012, Canine officers and their police dogs were involved in nearly 440 separate deployments, including tracks of specific suspects and building or area searches. An example of the work of the Canine Unit in 2012 is an armed robbery at a market in the South Precinct. When officers arrived the suspect was leaving on foot and made his escape, dropping a handgun along the way. The Canine unit tracked the suspect, finding a stack of money lying in a backyard. The police dog alerted to a parked vehicle and the suspect was found hiding underneath it. The robbery victims positively identified the suspect as the person who had robbed them.

Out of the total Canine deployments in 2012, 91 captures were the direct result of the Canine unit. Among these captures 4% resulted in a bite by the police dog. The national bite ratio benchmark, established by the US Police Canine Association, is no more than 20%. The SPD Canine Unit bite ratio is one-fifth of the national benchmark.

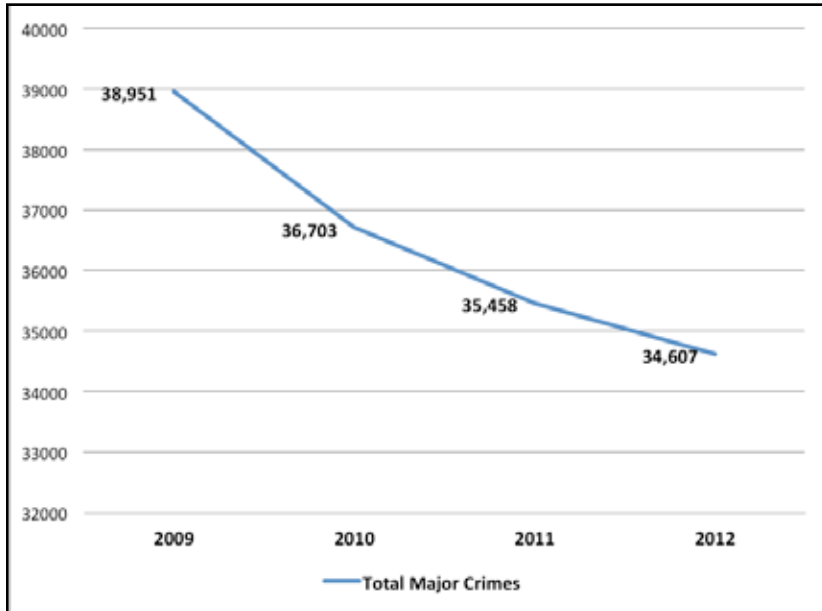
SWAT is another specialty unit that supports the Department's enforcement efforts as well as those of other law enforcement agencies in the region. In 2012, SWAT responded to 15 callouts, conducted 20 dignitary protection details, served 26 high-risk search warrants, assisted with 16 special events and participated in 80 coordinated missions with other units in the Department or outside law enforcement agencies. Altogether 19 SWAT missions in 2012 involved barricaded subjects and 40 incidents involved persons with dangerous weapons, including two with grenades.

### SPD Detective Honored

Past reports have highlighted the tremendous work of SPD detectives in conducting complex, difficult or highly detailed investigations that have resulted in bringing offenders to justice. In this quarter one SPD detective received a truly singular honor. Detective Bob Shilling was selected by Interpol to lead the international Crimes Against Children Group, based in Lyon, France. This is the first time that a municipal level police detective has been offered this position. The selection recognizes Detective Shilling's experience in tracking down some of the nation's worst sex offenders, his authorship of numerous laws to protect children and his status as one of the world's foremost experts in catching child predators. In light of the global nature of the sex trade and child pornography markets, Interpol actively supports the efforts of local, state and national authorities throughout the world as they pursue suspects in individual cases. Detective Shilling will serve as the lynchpin for these international operations over the next two years.

## Reducing Crime - DATA TABLES

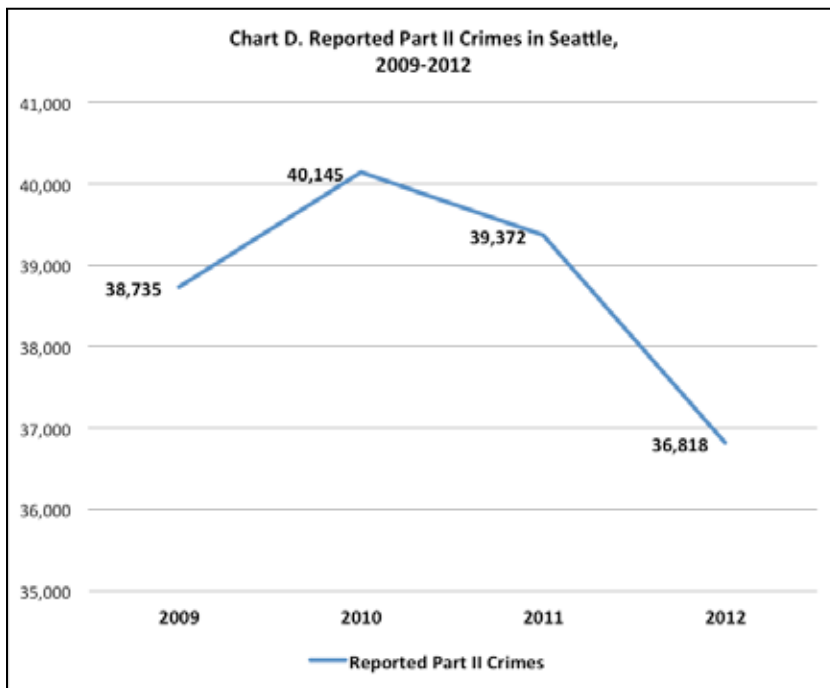
### Total Reported Major Crimes 2009 - 2012



Major Crimes consist of murder, rape, robbery, aggravated assault, burglary, larceny/theft and vehicle theft.

- Reported Major Crimes in Seattle in 2012 were at their lowest level in four years. These crimes have decreased 11% since 2009.

### Total Reported Part II Crimes 2009 - 2012

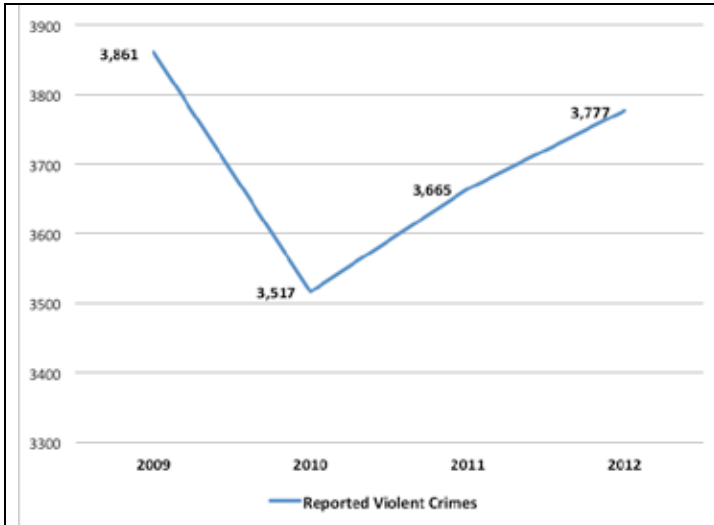


Part II crimes consist of offenses such as simple assault, drug and alcohol law violations, vandalism, frauds and forgeries, commercial vice and other sex crimes.

- Part II crimes in Seattle in 2012 were at their lowest level in four years.
- Part II offenses were down in Seattle in 2012 by 6% when compared with 2011 and down 8% from the four-year high posted in 2010.

## Reducing Crime - DATA TABLES

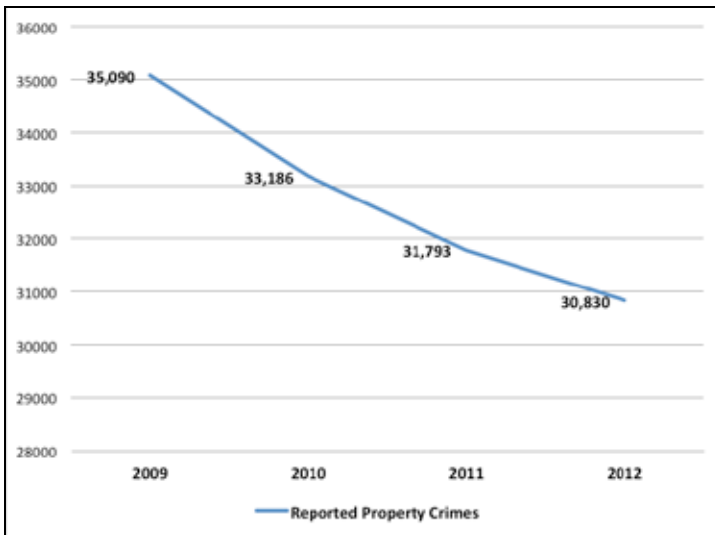
### Reported Violent Crimes in Seattle 2009 - 2012



The Violent Crimes component of Major Crimes consists of murder, rape, robbery and aggravated assaults.

- Reported Violent Crimes in 2012 were at the second highest level in four years, but were still down 2% from the level in 2009.
- Among Violent Crimes, the crime with the steepest growth curve between 2009 and 2012 has been aggravated assault. Reported serious assaults in Seattle have increased 12%.
- The increase in aggravated assaults between 2009 and 2012 has been fueled by serious assaults in domestic violence incidents. Over the four-year period domestic violence-related aggravated assaults grew by 60%, where as other serious assaults showed a 2% decline.

### Reported Property Crimes in Seattle 2009 - 2012



Property Crimes consist of burglary, larceny/theft and vehicle theft.

- Reported Property Crimes in Seattle in 2012 were at the lowest level in four years.
- Between 2009 and 2012, reported Property Crimes in Seattle decreased 12%.
- The Property Crime with the steepest decline between 2009 and 2012 has been larceny/theft. The crimes consisting of car prowls, shoplifts, bicycle thefts, pickpocketing, and the like, have decreased 18% over the four-year period.



## Chief of Police Report to City Council

# REPORT FOR QUARTER 4 - 2012

## Employee Performance, Misconduct & Discipline

### Key Indicators

Q4 EMPLOYEE METRICS	TREND	Q4 2011	Q4 2012
Public Contacts	▲16%	92,205	106,850
Commendations Received	▲17%	102	119
Complaints Received	▼-33%	57	38
Standards and Duties Allegations	▲	49	54
Use of Force Allegations	▼	40	28
Other Allegations	▲	27	38

### Major Initiatives

#### Results of 9-1-1 Caller Surveys

The Department regularly conducts surveys of callers to 9-1-1 who have an officer dispatched to assist them. The latest survey was completed in December 2012. Some of the survey results are summarized below. All ratings are on a five-point scale where “5” is high.

Callers rated their satisfaction with the overall experience of dealing with SPD, from calling 9-1-1 to all contacts with Department representatives, at 4.37 out of 5.0. Over half of the callers (53%) indicated also that their view of SPD was more favorable as a result of their experience.

Officers responding to the calls received particularly high marks for being professional and courteous, 4.50 out of 5.0; for answering the callers’ questions, 4.30; for providing callers with the information they needed, 4.29; and for clearly explaining procedures and requirements, 4.15. The Department overall received a rating of 4.35 out of 5.0 for having personnel who are professional and courteous; and a rating of 4.07 for being available when needed.

Nearly three-quarters (74%) of those surveyed indicated feeling safe or extremely safe in Seattle, with fewer than 7% reporting feeling “unsafe.” The

overall rating of safety was 4.03 on a five point scale where “5” was extremely safe. Feelings of safety were generally higher during the day than at night. For example, over 90% of respondents reported feeling safe or extremely safe walking alone in their neighborhoods during the day, but that proportion was reduced to just over 36% when asked about walking alone in their neighborhoods at night.

When asked about the incident that caused them to call 9-1-1, over 32% of the callers who were surveyed said the incident had made them feel “less safe” than before. After receiving service from the Department and having contact with the officers, however, fewer than 9% reported feeling “less safe.” Clearly the Department is having an impact not only on neighborhood crime, but also on feelings of safety and reassurance among community members who experience criminal incidents.

#### OPA Complaint Classification and Handling

Through November, the OPA received complaints involving 243 employees or 13% of the Department’s workforce. Just under one third of these complaints resulted in an OPA investigation and the balance were referred for supervisory action. Among the cases completed by the OPA through November 2012, 13% of the investigated allegations were sustained and

## Employee Performance, Misconduct & Discipline - *Continued*

resulted in employee discipline. This was a 1% higher sustained rate than in the same time period in 2011.

Through November 2012, nine SPD employees were investigated for driving under the influence (DUI), prompting Deputy Chief Nick Metz, SPOG President Rich O'Neill and Officer Steve Redmond from Safe Call, to issue a joint message to Department employees about the consequences of driving when impaired. The message reminded employees of the personal, professional, legal and financial implications associated with a DUI. In such situations, the Department imposes work restrictions, the matter is investigated by the OPA and the Chief imposes discipline. A first offense without extenuating circumstances still results in lost pay, financial costs associated with court processing of around \$10,000 and generally involves reassignment, demotion or other consequences. A second DUI offense will result in termination.

### Commendations from the Community

The conduct of many SPD employees out in the community was noted by the public during the fourth quarter, including the following (all excerpts summarized from actual letters/calls/emails):

- These officers were in their car behind my bus that I was hustling in the cold and dark to catch. Just as I got there, the bus pulled off. The officers saw what happened and asked if they could help. They drove me to my stop in the north end. I am a senior citizen and this was WONDERFUL!!
- As an EMT for American Medical Response, I run calls often involving SPD officers. Recently I had a patient that needed transport for psychiatric monitoring. The SPD officer who came demonstrated excellent skills in reading the patient, acting as a patient advocate and being an outstanding provider for the patient. On arrival at the hospital, the officer insisted that hospital staff not put her in restraints in light of the patient's personal history, resulting in the patient remaining calm and cooperative. Through it all the officer was very thorough and showed incredible professionalism.
- The officer who responded to my traffic accident was extremely professional, courteous and patient in managing the follow-up to the incident. His accident report was comprehensive (I received it by email the next business day) and was crucial in helping me process my claim. I felt like the customer of a J.D.Power award-winning company!
- In October 2011 this CPT officer helped facilitate a meeting between residents in my neighborhood and bar managers in the area. Residents had tried for years to engage bar owners about negative impacts, but were not successful until the officer stepped in and helped hammer out a mutually-acceptable agreement. After a year of living under this agreement, I can say it has been an unqualified success and we want to thank the officer for making that possible.
- My family and I were sightseeing in Seattle and met these two officers. All of us were deeply impressed with their gracious and professional manner. They answered our many questions about the city displaying both knowledge and pride. We thought the city of Seattle very fortunate to have two such highly qualified police officers to call your own.
- I work at Sojourner House, providing transitional housing for homeless women often victims of domestic violence. Recently I took one of our residents to pick up her personal items from her husband and we had a police escort with us. The officers were so helpful and professional and did not demonstrate any prejudice or bias in doing this task. They were also very reassuring to my client.
- Someone recently broke into my family's restaurant. SPD called us and I met the officer at the scene. The restaurant window had been shattered and the officer took the time to mend the damage and close off the window. This detail may have been overlooked by others but this officer really took care of us!



## Employee Performance, Misconduct & Discipline

### Commendations from the Community (Continued)

- Reporting my child as a runaway was one of the most distressing things I have had to do as a parent. I was a little apprehensive about making a statement for a police report. When considering the enormous variety of situations officers are confronted with in their work, I don't know why we should expect every officer to get everything right every time, but while we are quick with criticism, we are less forthcoming with our gratitude. I want to thank this officer for getting everything right when I reported my daughter as a runaway. He was approachable and non-judgmental and demonstrated a sympathetic demeanor that fostered trust from the start. His professionalism was reassuring. He demonstrated exemplary, and essential, neutrality.
- I recently received a parking citation by mistake in an area where the parking rules had changed, but where the signs had not been altered. I called the Parking Enforcement Office and the woman I spoke with was very understanding. In 30 minutes she returned my call, saying that my citation had been handled as would those of my neighbors who had been cited by mistake. It is people like her that give me hope for city government. She responded in a timely manner and in a way that served in the best, most efficient way possible. Her small act of bureaucratic kindness did not go unnoticed or unappreciated.
- These two officers responded to a difficult situation at my workplace involving a client who is severely mentally ill. Both officers understood the delicate nature of peacefully and respectfully guiding my client to safety, treating him with respect and gentleness, despite the agitated situation. Afterwards, the officers were patient and offered guidance to me and other staff about what to expect in the aftermath of the incident.
- I want to express thanks for the care and concern shown by this officer. We lived here for 22 years but we recently put our house on the market and it is unoccupied. The day after an open house I returned to discover we had a break-in. I felt sick and depressed, when the officer arrived. His professional, yet caring demeanor meant the world to me. He was thorough, calming and helpful. He told me he cared and why and that he would be coming by to check on the house every day when he came on duty. Because I knew he and other officers would be checking up on things, I felt safe enough to move back in to the house. I never knew you guys were there and it took a personal crisis to know. But wow, thanks a million!



## Chief of Police Report to City Council

# REPORT FOR QUARTER 4 - 2012

## Leadership and Training

### Key Indicators

Q4 TRAINING METRICS	Q4 2011	Q4 2012
Street Skills Related Courses	--	--
Prism (Firearms Simulator)	973	1122
ICC/Tactics I & II	600	785
Sergeants School	154	0

### Major Initiatives

#### Training Activities and Initiatives

The SPD Training Section has continued to blend online learning with classroom instruction in order to make effective use of officer time as both trainees and trainers. For example, Training has developed a Street Skills Online Module that must be completed by all officers prior to their attendance at the live scenario Street Skills training in 2013.

The Training Section has also been facilitating attendance by SPD officers in the CIT-related training offerings at the Washington State Criminal Justice Training academy. Recent offerings have included the 40-hour CIT course as well as a new, 8-hour, youth-focused CIT class, designed for officers who are already CIT certified. This latter course includes adolescent development principles, youth mental health symptoms and disorders, crisis de-escalation and intervention skills and local resource linkages for youth to address crisis and mental health issues. The CIT-related courses are provided under the King County Mental Illness and Drug Dependency (MIDD) Action Plan that provides for backfill reimbursement for officers who attend.

The Training Section developed and presented a Care Under Fire course designed to provide officers with the skills needed to render lifesaving aid to themselves or others in lethal force situations where casualties cannot be reached by emergency medical personnel or when time delays could be fatal. The emphasis is on the use of teamwork to mitigate risks in threat areas and to stabilize victims prior to extraction and rescue.

The Investigations Section has updated its Evidence Specialist training course for patrol officers. This 36-hour course is designed to give officers the skills and equipment needed to process crime scenes when a follow-up unit or the CSI is not available.

Upon successful completion of the evidence specialist training, officers serve as a resource to other officers or supervisors at crime scenes.

SPD Human Resources Section partnered with City Personnel to present "Performance Management 101: Preparing for Performance Evaluations." This half-day class was open to all sworn and civilian managers in the Department who are responsible for completing performance reviews.

#### Race and Social Justice Initiative Activities

In partnership with the Seattle Office for Civil Rights and the Seattle Department of Parks and Recreation, the Department offered the training "Race – The Power of an Illusion." The program was held on a Saturday at the Jefferson Community Center with 30 community members attending. This course will be provided to all sworn officers during 2013 as part of the Department's training program.

SPD has continued its efforts to ensure that its purchasing practices allow participation across the business community. During 2012, nearly 20% of the Department's total purchasing has been through WMBE vendors, with WMBE consultants providing over 40% of the expert, consultant services to the Department.





## Chief of Police Report to City Council

# REPORT FOR QUARTER 4 - 2012

## Building Public Confidence

### Key Indicators

2012 Q4 OUTREACH ACTIVITIES	2012 Q4 RESULTS
11 Week Community Police Academy	27 graduates
One Day Community Police Academy	14 participants
Living Room Conversations	24 Living Room Conversations held across 5 precincts with 240 community members participating

### Major Initiatives

#### Community Outreach via Technology

This quarter the Department launched “Tweets-by-Beat.” This new effort to provide residents with prompt information on law enforcement activities occurring in their neighborhoods has been hailed as the most ambitious project of its kind in the nation. Posts to the 51 hyper-local Twitter accounts are delayed one hour to prevent people from coming to a crime scene to rubberneck or interfere with an investigation. Also some types of incidents are excluded, such as domestic violence or sexual assaults. With these restrictions the tweets give residents up to date information on happenings directly in their neighborhoods.

The “Tweets-by-Beat” Twitter accounts are fed directly from the CAD and are distinct from the main SPD Twitter account which is maintained by staff in Public Affairs. More than 25,000 people now receive instant alerts via the Department’s main Twitter account, making SPD the fourth most followed law enforcement agency in the nation, behind Baltimore, Boston and New York City. Also more than 1.3 million people from around the globe visited the re-launched SPD Blotter. This outlet is far and away the most-read blog of any city agency. SPD is also the second-most “liked” Facebook page among city departments with over 5,000 “likes.” Individual stories, however, frequently reach wider audiences. For example, a feature on the passing of SPD K9 dog Falko reached more than 17,000 people on Facebook.

Embracing all means at its disposal, the Department is committed to providing clear, accurate and timely

information to the public to help them stay safe. Online tools also give the Department another option for public engagement and interaction.

#### Outreach in Diverse Communities

The Community Outreach Section of SPD participated with other city and social service agencies in the Vietnamese Friendship Association “Career Day” event in New Holly. Attended by 25 newly arrived immigrants and refugee youth from Vietnam, the event emphasized the importance of connecting with schools and graduating as the gateway to fulfilling careers. Information about supporting resources was also provided.

SPD was the only law enforcement agency in the state that attended the 2012 Asian Pacific Islander Coalition Summit held in Tacoma. The event drew over 1,000 attendees speaking more than 25 different languages. On-time translations were provided to all. The SPD Community Outreach Section had a booth at the event and distributed translated crime prevention and personal safety materials. Recruiting flyers were also provided.

In conjunction with the Mayor’s Office, Community Outreach hosted a recognition and appreciation event for the leaders of the Department’s Demographic Advisory Councils and those who have served as hosts for Living Room Conversations. Other outreach activities have involved continued work with the NAACP, the Anti-Defamation League, the City Immigrant and Refugee Office and Seattle Public Schools.